

## Electronic Acknowledgement Receipt

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| <b>International Application Number:</b>    |  |
| <b>Confirmation Number:</b>                 | 4134   |
| <b>Title of Invention:</b>                  | Systems and methods for monitoring and controlling business level service level agreements |
| <b>First Named Inventor/Applicant Name:</b> | Hung-Yang Chang  |
| <b>Customer Number:</b>                     | 46069  |
| <b>Filer:</b>                               | Frank Chau   |
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### File Listing:

| Document Number | Document Description  | File Name                        | File Size(Bytes) | Multi Part /.zip | Pages (if appl.) |
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| 1               | Amendment After Final | YOR920030197US1_respon<br>se.pdf | 119467           | no               | 9                |

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| <b>Information:</b>   |        |
| <b>Total Files Size (in bytes):</b>   | 119467 |
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